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Growing Global Leaders... Advancing Palliative Care



Managing Conflict

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LDI C2 RC2

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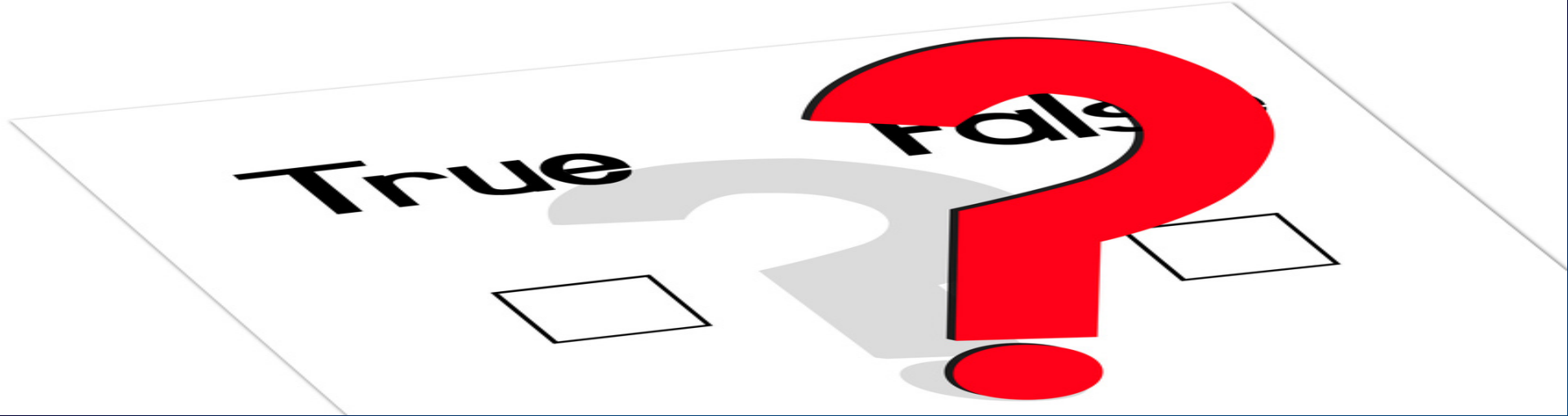
**Some folks just
need killin !**

Managing Conflict

**How do
you deal
with
conflict?**

Kraybill Conflict Style Inventory

- Mennonite - “peacemakers”
- Validated and evolving - research
- Word of mouth
- “collective” / “individualist” societies



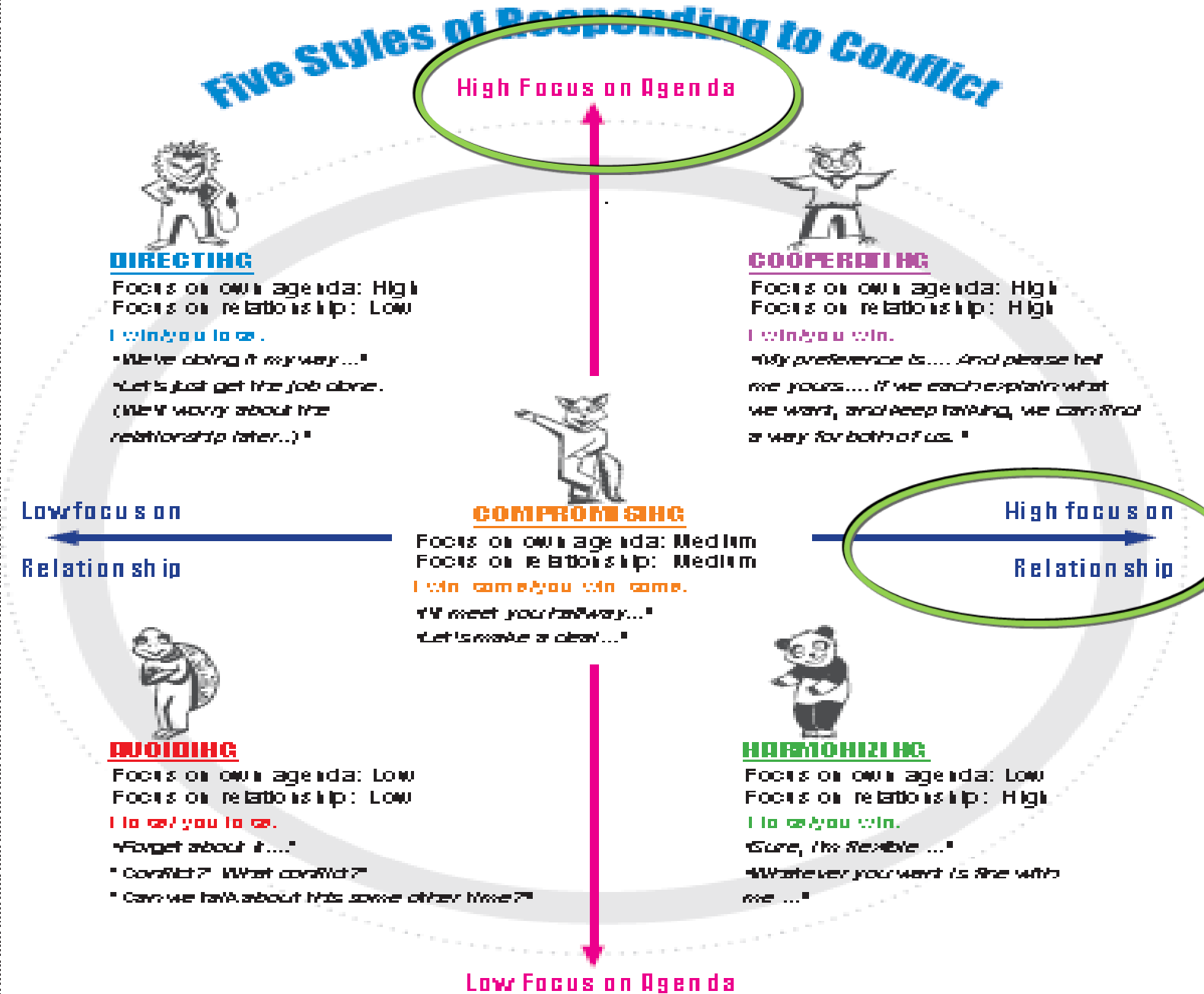
Most everyone learns how to handle conflict well

Best is to learn your style and really stick to it

Conflict is an opportunity

Meaningful change will cause conflict

Five Styles of Responding to Conflict



Own Concerns / Agenda / Goals

Directing

Cooperating

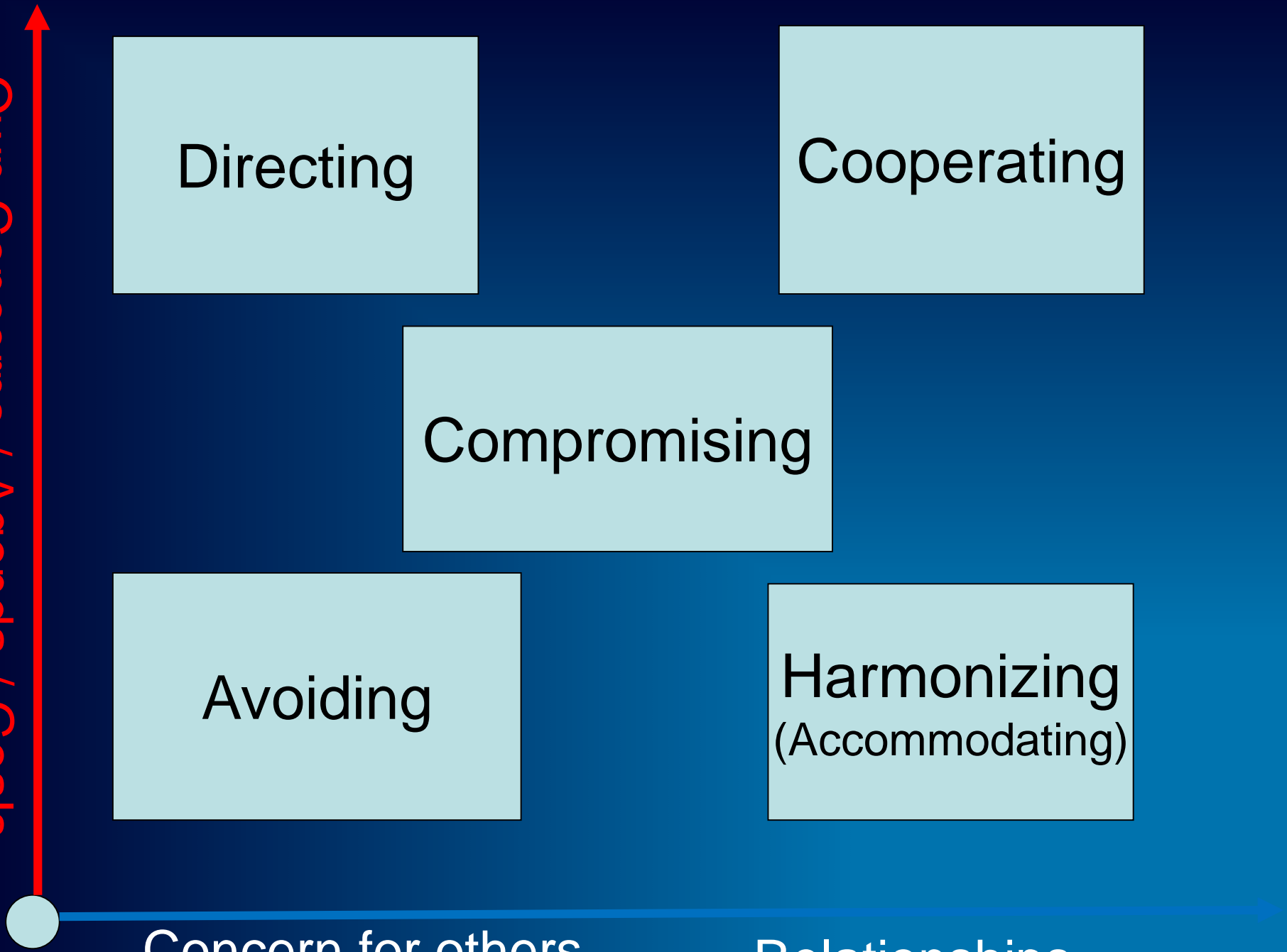
Compromising

Avoiding






Harmonizing
(Accommodating)

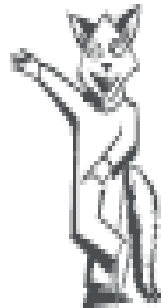
Concern for others

Relationships



Page 7: Style Inventory Tally Sheet

									
A <input type="checkbox"/>	K <input type="checkbox"/>	B <input type="checkbox"/>	L <input type="checkbox"/>	C <input type="checkbox"/>	M <input type="checkbox"/>	D <input type="checkbox"/>	N <input type="checkbox"/>	E <input type="checkbox"/>	O <input type="checkbox"/>
G <input type="checkbox"/>	S <input type="checkbox"/>	V <input type="checkbox"/>	Q <input type="checkbox"/>	J <input type="checkbox"/>	T <input type="checkbox"/>	I <input type="checkbox"/>	P <input type="checkbox"/>	F <input type="checkbox"/>	R <input type="checkbox"/>
Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm
Cooperating		Directing		Compromising		Avoiding		Harmonizing	



A <input type="checkbox"/>	K <input type="checkbox"/>	B <input type="checkbox"/>	L <input type="checkbox"/>	C <input type="checkbox"/>	M <input type="checkbox"/>	D <input type="checkbox"/>	N <input type="checkbox"/>	E <input type="checkbox"/>	O <input type="checkbox"/>
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7	3	5	4	6	6	9	11	11	12
Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm
Cooperating		Directing		Compromising		Avoiding		Harmonizing	

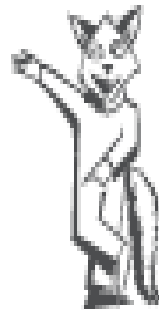
10

9

12

20

23



A <input type="checkbox"/>	K <input type="checkbox"/>	B <input type="checkbox"/>	L <input type="checkbox"/>	C <input type="checkbox"/>	M <input type="checkbox"/>	D <input type="checkbox"/>	N <input type="checkbox"/>	E <input type="checkbox"/>	O <input type="checkbox"/>	
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6	8	11	12	9	**	4	10	10	7	5
Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm	Calm	Storm	
Cooperating		Directing		Compromising		Avoiding		Harmonizing		

14

23

13

20

12



A	<input type="checkbox"/>	K	<input type="checkbox"/>
G	<input type="checkbox"/>	S	<input type="checkbox"/>
12		**	4
Calm		Storm	
Cooperating			

F	<input type="checkbox"/>	L	<input type="checkbox"/>
H	<input type="checkbox"/>	Q	<input type="checkbox"/>
6		**	12
Calm		Storm	
Directing			

C	<input type="checkbox"/>	M	<input type="checkbox"/>
J	<input type="checkbox"/>	T	<input type="checkbox"/>
5			5
Calm		Storm	
Compromising			

D	<input type="checkbox"/>	N	<input type="checkbox"/>
I	<input type="checkbox"/>	P	<input type="checkbox"/>
4			3
Calm		Storm	
Avoiding			

P	<input type="checkbox"/>	O	<input type="checkbox"/>
F	<input type="checkbox"/>	R	<input type="checkbox"/>
10		**	6
Calm		Storm	
Harmonizing			

16

18

10

7

16

Calm to storm change = 3?

= 5?

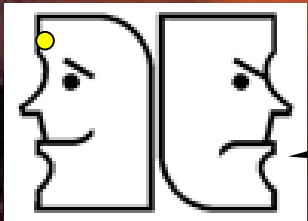
Calm in one style, storm in another?

In couples . . . Exercise

- Identify your highest 'calm' score
- Identify your highest 'storm' score
- Are there > 3 – 5 point differences between storm/calm scores?
- Do you move from one style to another in 'storm'?
- Consider the implications
- Discuss a recent conflict, any insights?

Conflicts may feel like thunder storms

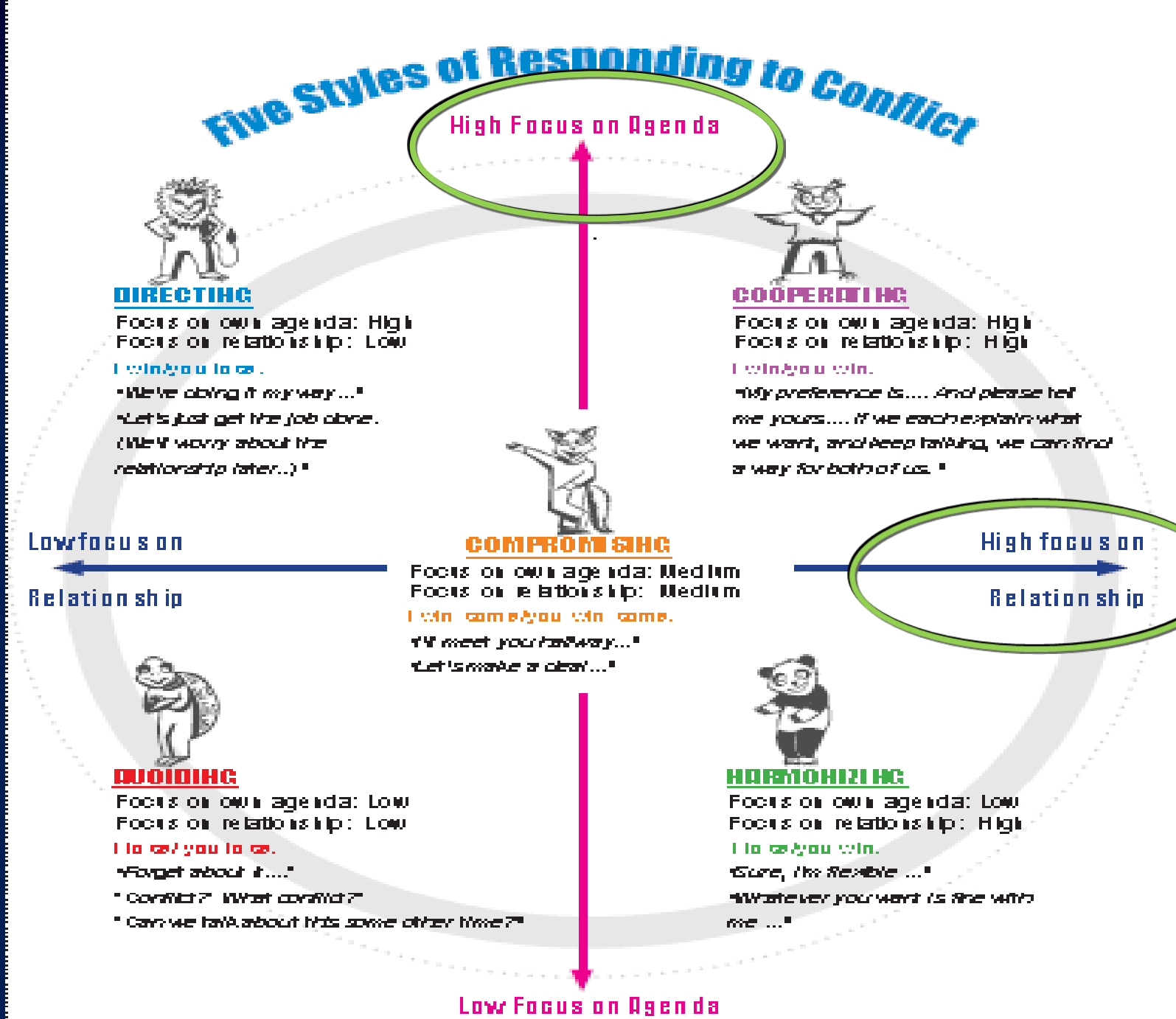
Can we exploit the potential of all that energy?



No !
Too scary !

Don't waste a crisis !

It may be just what you need ! ! ! !



Own Concerns / Agenda / Goals

Directing

Cooperating

Compromising

Avoiding

Harmonizing
(Accommodating)

Concern for others

Relationships

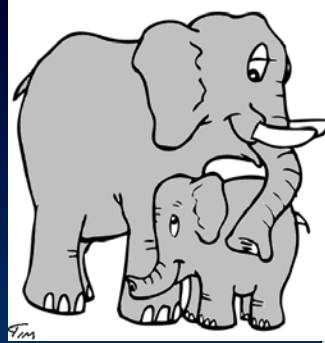


Assertive

I win, you lose
Directing



My Way



Our Way

Both win
Collaborating/
Cooperating

Half way

Win some /
Compromising
Lose some



Goals

No
Way!

Both lose
Avoiding



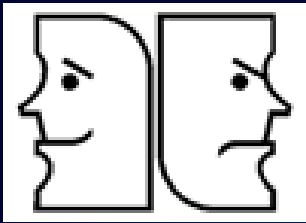
Your
Way

You win, I lose
Harmonizing
(Accommodating)



Co-operative

Relationships



Directing – Win/Lose

We've already talked about this . . . there is only one sensible way. . .

But she isn't listening to the ideas of the team!



Jane

Pat

It's my way or no way!



Downside: Passive resistance & resentment



Compromising – Win some/lose some

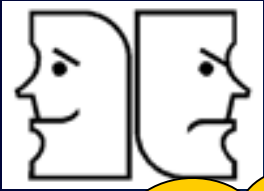
I need to have the car for the next 5 days.

Well, I need the car too-how about you take the car 2 days, and I'll take the bus for 2 days. Then we switch.

Let's meet half way



Downside: No one really satisfied; problems may recur



Harmonizing– I lose / You win

I am going to play golf this weekend after all. Bill's in town.

He promised we would have family time !!!

OK, but maybe we can do something with the kids next weekend.

But that's what you said last week

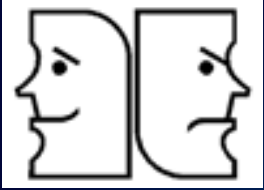
Yeah . . . Sure honey . . .

Sally & Simon

Your Way



Downside: Feel taken advantage of & resentful



?

Avoiding – Lose/Lose

I'm sure she won't mind if I go to the football game.

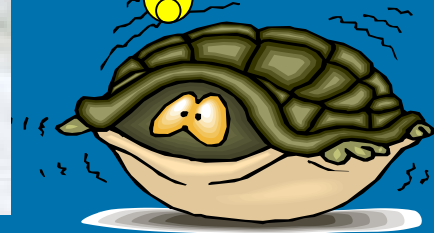
I hope he remembers our anniversary today . . .



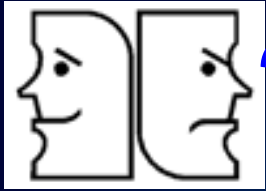
Bill

Wendy

Problem?
No Way –
we don't
have a
problem!



Downside: Superficial relationships & festering conflicts



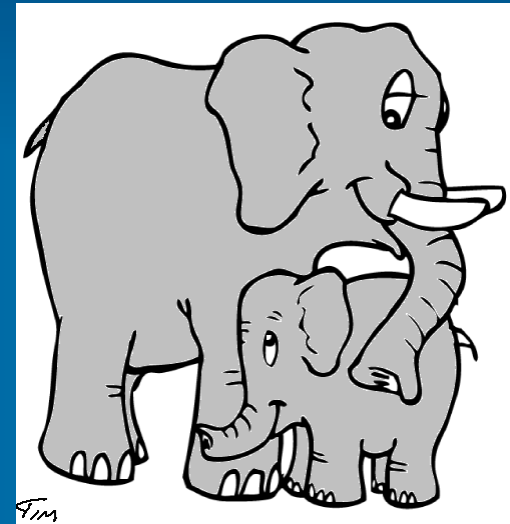
?

Collaborating – Win / Win

The Rainbow Nation



We do things
our way



Downside: Consensus may take a long time & frustrate some

Which Style for which Conflict?

Directing

- Quick decision
- Emergency
- Core values



Cooperating

- Have time
- Relationship important
- Issues meaningful

Compromising

- Limited time
- Temporary solutions

Avoiding

- Minor issue
- Avoid responding
- Relationship weak

Harmonizing

(Accommodating)

- Harmony most important
- Relationship important
- Own agenda not important

Concerns of others

Relationships

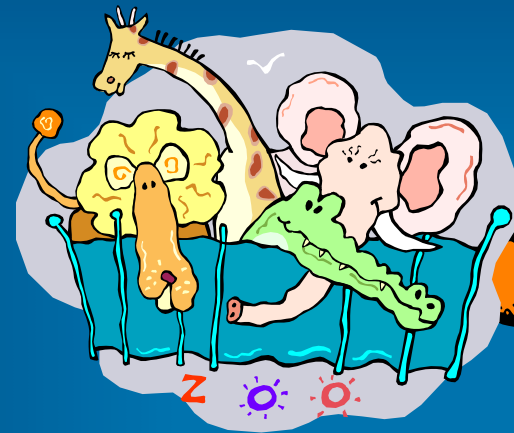
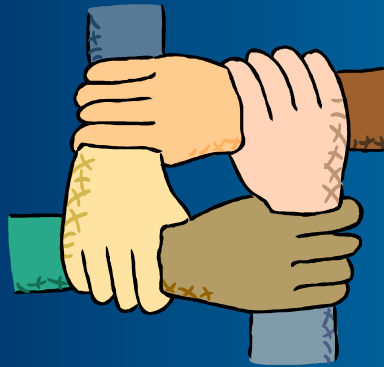
Own Concerns
Agenda / Goals

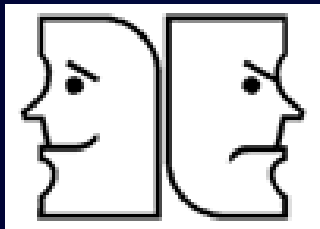
Responding to Conflict

Know your 'style', (strengths / weakness)

Appreciate others, support and teach

Be flexible; different styles in different situations





Does your MBTI express your usual way of handling conflict ?

Divide into the following groups:-

TJ	FP
FJ	TP

- **Traffic**
- **Airport 2 hours early**
- **2 bags to check**
- **Next flight 8 hours from now**



**Peace is not the absence of conflict
but the presence of creative alternatives
for responding to conflict.**

-- Dorothy Thompson



OhioHealth

BELIEVE IN WE™

Gandhi...

*You need to be the change
you want to see in the world...*

**Kobacker House
Columbus, Ohio**

